

STATEMENT OF WORK

This request shall be for non-personal services contract to cover placement of new and renewal subscriptions for domestic and foreign serials and periodicals (in paper format unless otherwise indicated) to be sent to a single address: DEPARTMENT OF THE AIR FORCE, AFIT/LDS ACADEMIC LIBRARY, 2950 HOBSON WAY, BLDG. 642, WRIGHT-PATTERSON AFB, OH 45433-7765. These subscriptions are primarily, but not limited to, scientific/technical publications, and are in direct support of the Air Force Institute of Technology faculty research and student thesis or dissertations research programs.

Contractor shall place subscriptions that begin January 2004, ***not later than 19 December 2003***, to avoid subscription lapses and missing issues. ***Publisher permitting, Contractor will be required to place subscriptions at any time during the year, and to assist in prorating for common expiration date.***

Contractor will provide through the Internet, information and service in the availability, management, licensing and registration of electronic journals.

AFIT Academic Library must have Internet to Contractor's online database for inquiries on serial publications, status of titles when not received, prices, and invoice history. There must be customer service representatives available during normal working hours, 8:00 a.m. to 4:00 p.m. Eastern Standard Time, for consultations and problem resolution.

Contractor will respond to library within thirty days of claim, and provide full service assistance in claiming missing, defective, lost in transit or mutilated issues.

Note to Buyer: AFIT points of contacts for matters concerning the attached PR are:
Gwendolyn J. Canada (Ph:(937)255-6565 x4225; Fax 656-7746; Email:
gwendolyn.canada@afit.af.mil)
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